

Notice of Allowability

Application No.

10/032,966

Examiner

Michael B. Holmes

Applicant(s)

COX ET AL.

Art Unit

2121

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address--

All claims being allowable, PROSECUTION ON THE MERITS IS (OR REMAINS) CLOSED in this application. If not included herewith (or previously mailed), a Notice of Allowance (PTOL-85) or other appropriate communication will be mailed in due course. **THIS NOTICE OF ALLOWABILITY IS NOT A GRANT OF PATENT RIGHTS.** This application is subject to withdrawal from issue at the initiative of the Office or upon petition by the applicant. See 37 CFR 1.313 and MPEP 1308.

1. ☒ This communication is responsive to October 26, 2001.
2. ☒ The allowed claim(s) is/are 1-20.
3. ☒ The drawings filed on 26 October 2001 are accepted by the Examiner.
4. ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
 - a) ☐ All b) ☐ Some* c) ☐ None of the:
 1. ☐ Certified copies of the priority documents have been received.
 2. ☐ Certified copies of the priority documents have been received in Application No. _____.
 3. ☐ Copies of the certified copies of the priority documents have been received in this national stage application from the International Bureau (PCT Rule 17.2(a)).

* Certified copies not received: _____.

Applicant has THREE MONTHS FROM THE "MAILING DATE" of this communication to file a reply complying with the requirements noted below. Failure to timely comply will result in ABANDONMENT of this application.

THIS THREE-MONTH PERIOD IS NOT EXTENDABLE.

5. ☐ A SUBSTITUTE OATH OR DECLARATION must be submitted. Note the attached EXAMINER'S AMENDMENT or NOTICE OF INFORMAL PATENT APPLICATION (PTO-152) which gives reason(s) why the oath or declaration is deficient.
6. ☐ CORRECTED DRAWINGS (as "replacement sheets") must be submitted.
 - (a) ☐ including changes required by the Notice of Draftsperson's Patent Drawing Review (PTO-948) attached
 - 1) ☐ hereto or 2) ☐ to Paper No./Mail Date _____.
 - (b) ☐ including changes required by the attached Examiner's Amendment / Comment or in the Office action of Paper No./Mail Date _____.

Identifying indicia such as the application number (see 37 CFR 1.84(c)) should be written on the drawings in the front (not the back) of each sheet. Replacement sheet(s) should be labeled as such in the header according to 37 CFR 1.121(d).
7. ☐ DEPOSIT OF and/or INFORMATION about the deposit of BIOLOGICAL MATERIAL must be submitted. Note the attached Examiner's comment regarding REQUIREMENT FOR THE DEPOSIT OF BIOLOGICAL MATERIAL.

Attachment(s)

1. ☒ Notice of References Cited (PTO-892)
2. ☐ Notice of Draftperson's Patent Drawing Review (PTO-948)
3. ☐ Information Disclosure Statements (PTO-1449 or PTO/SB/08), Paper No./Mail Date _____
4. ☐ Examiner's Comment Regarding Requirement for Deposit of Biological Material
5. ☐ Notice of Informal Patent Application (PTO-152)
6. ☐ Interview Summary (PTO-413), Paper No./Mail Date _____
7. ☐ Examiner's Amendment/Comment
8. ☒ Examiner's Statement of Reasons for Allowance
9. ☐ Other _____.



UNITED STATES PATENT AND TRADEMARK OFFICE

P.O. Box 1450, Alexandria, Virginia 22313-1450 – www.USPTO.GOV

Examiner's Detailed Office Action

1. **Claims 1-20 are allowed.**

REASONS FOR ALLOWANCE

2. The following is an Examiner's statement for reasons for allowance:

The closest prior art *Sanders* (USPN 6,411,936) does not teach or render obvious applicant's claimed invention.

With regards to claim 1, *Sanders* does not disclose “ ... *distributing behavior expert objects at different levels of a hierarchy of an eService management system; ... identifying bottlenecks by back-propagating the objective function; and using comparison discrepancies to adjust the system.*”

With regards to claim 2, *Sanders* does not disclose “ ... *means for distributing behavior expert objects at different levels of a hierarchy of an eService management system; means for identifying bottlenecks by back-propagation gating the objective function; and means for using comparison discrepancies to adjust the system.*”

With regards to claim 3, *Sanders* does not disclose “ ... *a plurality of behavior experts, hierarchically distributed throughout an infrastructure of the eService management system, wherein each behavior expert monitors and controls a particular aspect of an infrastructure according to an objective function.*”

With regards to claim 11, *Sanders* does not disclose “ ... *a plurality of behavior experts, hierarchically distributed throughout an infrastructure of the eService business, wherein each behavior expert monitors and controls a particular aspect of an infrastructure according to an objective function.*”

Correspondence Information

3. Any inquiries concerning this communication or earlier communications from the examiner should be directed to **Michael B. Holmes** who may be reached via telephone at **(703) 308-6280**. The examiner can normally be reached Monday through Friday between 8:00 A.M. and 5:00 P.M. est. If you need to contact the Examiner, regarding After Final concerns, please send it to **(703) 746-7238**. If you need to send an Official facsimile transmission, please send it to **(703) 746-7240**. If you need to send a Non-Official or Draft facsimile transmission, please send it to **(703) 746-7239**.

If attempts to reach the examiner by telephone are unsuccessful, the **Examiner's Supervisor, Anthony Knight**, may be reached at **(703) 308-3179**.

Any response to this office action should be mailed too:

Director of Patents and Trademarks Washington, D.C. 20231, or Hand-delivered

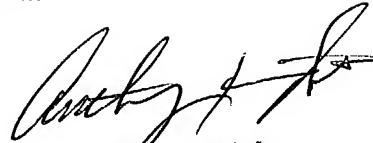
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responses should be delivered to the **Receptionist, located on the fourth floor of
Crystal Park II, 2121 Crystal Drive Arlington, Virginia.**

Michael B. Holmes

Patent Examiner
Artificial Intelligence
Art Unit 2121

United States Department of Commerce
Patent & Trademark Office



Anthony Knight
Supervisory Patent Examiner
Group 3600